PCS 560

Quick Reference Guide

Version 3.2

SpliceCom

Defining next-generation communication

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Changing your Greeting

Voicemail (cont)

Changing your Daily and Permanent Voicemail Greetings

If you have voicemail enabled you can record two voicemail greetings. The first is a daily greeting that you would normally update on a daily basis, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Press the Messages button

Press the context sensitive key alongside the |Greeting| icon. Your current Daily Greeting will be played back to you.

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new Daily Greeting will be played back to you

If you are happy with your greeting, replace your handset or press the Speaker button, or press the context sensitive key alongside the |Stop| icon to save

Repeat the above process to record your Permanent Greeting using the context sensitive key alongside the |Permanent| icon.

For further details on all these features and many others, please refer to the PCS 560 User Manual

Making an Internal Call

OR

OR

OR

Making an Internal Call

Dial the extension number via the alpha-numeric keypad

Press the context sensitive key alongside the |Dial| icon, or lift your handset

The Call Status screen will display whom you are ringing and your details

OR

Lift your handset or press the Speaker button

Dial the extension via the alpha-numeric keypad

OR

Press the Contacts button

Press the key on the keypad that displays the first letter of the User's name

Find the User required using the Up/Down arrows

Select the User required using the context sensitive key alongside the |User Name|

Dial the User using the context sensitive key alongside the number required

OR

Press the Favourites button (unless this is your default Idle page)

Find the User required from your Favourites display using the Up/Down arrow

Dial the User required using the context sensitive Key alongside |User Name|

(Note: If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.)

Making an External Call

OR

OR

OR

Making an External Call

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press the context sensitive key alongside the |Dial| icon, or lift your handset

The Call Status screen will display whom you are ringing and your details

OR

Lift your handset or press the Speaker button

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

OR

Press the Contacts button

Press the key on the keypad that displays the first letter of the Contact's name

Find the Contact required using the Page Up/Down arrows

Select the Contact required using the context sensitive key alongside the |Contact Name|

Dial the Contact using the context sensitive key alongside the number required

OR

Press the Favourites button (unless this is your default Idle page)

Find the Contact required from your Favourites display using the Page Up/Down arrow

Dial the Contact required using the context sensitive Key alongside |Contact Name|

Leaving a Message for a Colleague

Accessing Your Own Messages

Deleting a Message

Voicemail

Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting

Leave a message

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

Accessing Your Own Messages

The blue "S" LED at the bottom of the PCS 570 will flash to indicate that you have a new message

Press the Messages button

A closed envelope icon indicates a new message

To listen to the new message press the context sensitive key alongside it.

Your message will be played to you

Press the Messages button to exit

Deleting a Message

Select the message to be deleted using the context sensitive key alongside it.

Remove the message by pressing the context sensitive key alongside the |Delete| icon during message playback.

Select the context sensitive key alongside the |Yes| icon to confirm you wish to delete the entry

Press the Messages button to exit

(Note: The open blue envelope indicates a previously read message.)

Redialling a Number

To Call a Previous Caller Back

To Delete a Call Entry

Redialling a Number (cont)

Press the context sensitive key alongside the |Choose| icon

From the list of up to five numbers associated with each entry dial the required number by pressing the context sensitive key alongside it.

To Call Previous Caller Back

Press the Messages button

Use the Page Up/Down arrows to find the call to be dialled

Select the entry to be called using the context sensitive key alongside |Name| or |01234.....|

Press the context sensitive key alongside the |Choose| icon

From the list of up to five numbers associated with each entry dial the required number by pressing the context sensitive key alongside it.

To Delete a Call Entry

Press the Messages button

Use the Page Up/Down arrows to find the call to be deleted

Select the entry to be deleted using the context sensitive key alongside |Name| or |01234.....|

Select the context sensitive key alongside the |Delete| icon

Select the context sensitive key alongside the |Yes| icon to confirm you wish to delete the entry

Press the Messages button to exit

Answering a Call

OR

Ending a Call

Placing a Call on Hold

Announced Transfer

OR

Answering a Call

Call Status will display the caller's details

Lift the handset or press the Speaker button to answer the call

OR

If you do not wish to answer the call select the context sensitive key alongside the |Reject| icon and the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)

Ending a Call

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

Placing a Call on Hold

Press the Recall button

To retrieve the call press the Recall button a 2nd time

Transferring a Call

Announced Transfer

Place the call on hold using the Recall button

Dial the internal or external number

Wait for the call to be answered and announce the intended transfer

To transfer the original call, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free)

OR

To return to the original call, press the Recall button, or wait for the destination to hang up.

OR

Blind Transfer

Transfer to colleague's voicemail

Parking a Call

Transferring a Call (cont)

OR

To return to the original call and place the second call on hold, press the context sensitive key alongside the |Switch| icon to toggle between the two calls.

To connect the two calls, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free)

Blind Transfer (un-announced transfer)

Place the call on hold using the Recall button

Dial the internal or external number

To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free)

Transferring a Call Directly to a Colleague's voicemail

Place the call on hold using the Recall button

Dial the internal number

Press the context sensitive key alongside the |Leave Message| icon

To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free)

Parking a Call

This facility allows a call to be held on the system and picked up by any extension.

Once on a call press one of the context sensitive keys alongside |Park| 1–4

The caller's details will be displayed against the relevant Park Slot.

Picking Up a Parked Call

OR

View your Calls History

Redialling a Number

Picking up a Parked Call

Press the Favourites button

Park Slots 1–4 will be shown at the top of the display. If in use, the name (or number) relating to the parked call will be shown

Press the context sensitive key alongside the relevant Park Slot to retrieve the call |Name|

OR

If your default Idle Page has been set to Favourites, Park Slots 1–4 will be shown at the top of the display. If in use, the name (or number) relating to the parked call will be shown.

Press the context sensitive key alongside the relevant Park Slot to retrieve the call |Name|

Calls History

Your Calls History (Messages button) displays a list of calls you have made and been answered, calls you have made and not been answered, call you have answered, calls you have missed, new voicemail messages and previously read voicemail messages.

To view your Calls History

Press the Messages button

Use the Page Up/Down arrows to view your Calls History

Press the Messages button a 2nd time to exit

Redialling a Number

Press the Messages button

Use the Page Up/Down arrows to find the call to be redialled

Press the context sensitive key alongside the appropriate name or number |Name| or |01234.....|